



## **New Jersey Department of Children and Families Policy Manual**

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### **Purpose:**

This issuance establishes the policies and procedures to develop a monthly SPRU Roster, SPRU Coverage System and Registration. The SPRU Roster identifies who are the Primary SPRU Workers, Back-Up SPRU Worker, SPRU Supervisors and IAIU Consultants for each respective County.

### **Policy:**

#### **A) Monthly Schedule**

SPRU Coordinators must have his or her monthly schedules completed by the 3rd Monday the prior month.

#### **B) Daily Electronic SPRU Roster**

A new daily electronic SPRU Roster must be completed by 3pm each business day by the County SPRU Liaison (Friday should include weekends and holidays). The Roster indicates all staff that are on-call to the DCF After-Hours Response System that particular calendar day. The Roster indicates on-call staff statewide -  
- Primary SPRU Workers, Back-Up SPRU Workers, SPRU Supervisors, and the IAIU After-Hours Consultant.

#### **C) Assignments to Staff on Waiting List**

If members of the local SPRU team are unable in working a particular shift, the SPRU Coordinator must assign the shift to an employee on the waiting list who has completed required training and passed the SPRU test.

#### **D) SPRU Roster**

SPRU Coordinators must establish and maintain rosters of qualified SPRU Supervisors to serve the counties in his or her respective jurisdictions.

#### **E) IAIU Consultant Roster**

A Coordinator, serving statewide, stationed in IAIU Central Office, must establish and maintain a roster of qualified IAIU Consultants.

### **Procedures:**

#### **1) SPRU Worker Designations & Assignments**

- **Primary SPRU Worker**

The Primary SPRU Worker is the CP&P employee who is on-call to receive assignments from SCR for a given county for a given shift(s). The Primary SPRU Worker takes the investigative lead in all field assignments from SCR, and is responsible for planning a teamed response when collaborating with a SPRU Buddy.

- **Use of Second Primary Worker**

In some high volume counties/jurisdictions, two or more Primary Workers may be assigned per shift. When more than one Primary Worker is on-call, SCR alternates case assignments between the Primary Workers.

SCR Screeners alternate case assignments between the primary positions on the roster for the entire day/night, until 8:59 a.m. the next calendar day. The alternation of case assignments proceeds through the end of one shift and into the start of another (e.g., at 5 p.m. and again at 1 a.m.), unless both/all on-call primary SPRU Workers change at the start of the new shift. When Primary Number One and Primary Number Two (as well as Primary Number Three, Primary Number Four, etc.) start fresh at the top of a new shift (i.e., at

5:00 p.m. or 1:00 a.m.), the rotation of case assignments starts again with Primary Worker Number One.

- **Back-Up or Buddy Assignment**

The SPRU Buddy schedule and the SPRU Back-Up schedule are separate and apart from each other. If a scheduled SPRU Buddy cannot be contacted by the Primary SPRU Worker, however, the SPRU Supervisor may consult the Back-Up list.

If the county has an adequately staffed SPRU Worker roster, staff from the county's waiting list may be used as SPRU Buddies and/or SPRU Back-Ups.

Use of Second SPRU Worker ("Buddy") on Field Response      See [CP&P-IX-A-1-100](#), Teamed Field Response (Buddy System).

- A SPRU Worker may identify the need for the assistance of another SPRU Worker when making a field response/contact to a client home, to initiate a teamed response. Before an assisting "SPRU Buddy" enters the field, however, the approval of the SPRU Supervisor must be obtained (unless the county has a pre-approved Buddy Protocol, subject to approval by the Area Director and/or review by the Director's Office). A component of SPRU Supervisor training addresses the benefits of a teamed response. The SPRU Supervisor gives paramount importance to the safety of SPRU staff when making the decision whether to authorize accompaniment by a SPRU Buddy. SPRU Supervisor cannot deny a request to use a teamed response system.
  - The SPRU Worker enters the names of the accompanying SPRU Worker and the SPRU Supervisor who gave the approval in his or her electronic SPRU Worker report.
  - The SPRU Supervisor documents his or her approval, and the justification for enlisting the aid of a SPRU Buddy, in his SPRU Supervisor Log (Template), CP&P [Form 9-24](#). See [CPP-II-D-1-535](#), SPRU Supervisor Roles and Responsibilities and Documentation Requirements.

## 2) SPRU Worker Rosters

The size of local SPRU rosters is limited, to enable SPRU Worker staff to be on-call on a regular, on-going basis to the DCF After-Hours Response System, to maintain SPRU Worker competencies. Through regular scheduling of on-call duty, the individual SPRU Worker acquires skills and expertise through first-hand experience, while establishing a repertoire of after-hours community contacts, to maximize his or her individual productivity, proficiency, and independence as an after-hours representative of DCF.

One of the responsibilities of the Area Director/Local Office Manager Responsible for SPRU, or his or her designee, is to maintain a roster of qualified SPRU Workers. Good management assures that the roster is fully utilized, adequately maintained, and that each individual on the roster is given a fair and equitable opportunity to serve on-call for that county.

**Note:** SPRU staff needs to be able to work in both primary and buddy capacity. SPRU staff should not be on the roster just in the buddy capacity.

#### **Formula for Determining Size of County SPRU Worker Roster 7-5-2011**

The size of a county's SPRU roster is based on a formula, applicable statewide, dependent on the volume of assignments handled on a weekly basis, limited by the six-shift maximum per SPRU work week per SPRU Worker rule coupled with the nine-shift rule, [CP&P-II-D-1-400](#).

The size of a local county SPRU roster is expressed as a range, with a low point and a high point:

- When a roster falls below the low point, the SPRU Coordinator must recruit new SPRU staff;
- When the roster rises to the high point, a waiting list must be developed.

The size of a county SPRU operation's SPRU Worker roster is determined as follows:

ASSIGNMENTS TO SPRU UNIT PER WEEK	MINIMUM ROSTER	MAXIMUM ROSTER
5 assignments or less	5	8

6 to 10 assignments	8	11
11 to 15 assignments	11	14

For every five (5) additional assignments to SPRU per week, increase both the Minimum Roster size and the Maximum Roster size by three (3) SPRU Workers.

Local roster sizes are adjusted twice yearly, at a minimum, by the Area Director/Local Office Manager Responsible for SPRU, or his or her designee, upon consultation with the Area Director.

To assure an adequate SPRU Worker roster, the SPRU Coordinator monitors SPRU training schedules, and encourages qualified staff to attend. The Area Director/Local Office Manager Responsible for SPRU or his or her designee advises the Area Director if an inadequate number of staff have shown an interest in SPRU Worker service, creating a shortage in the local SPRU roster. The Area Director/Local Office Manager responsible for SPRU or his or her designee considers exceptions for SPRU hires, if necessary. See [CP&P-II-D-1-100](#), Exceptions.

Staff from the Local Office "waiting list" may be utilized for holiday coverage, extended weekends, or other occasions of high volume.

If this SPRU staffing formula does not adequately address the local operation, the Area Director/Local Office Manager responsible for SPRU, or his or her designee, may expand the roster. Area Director approval is required.

### **Waiting List**

When the local SPRU roster has reached an adequate size, local management establishes a waiting list of qualified individuals interested in joining the county SPRU "team" as a SPRU Worker or SPRU Supervisor. Interested individuals are encouraged to contact the SPRU Coordinator and request to attend SPRU training in preparation for future SPRU service. Any "ties" in the waiting list are broken by State seniority.

After attending SPRU Worker Training and passing the SPRU test, staff on the waiting list may serve as a SPRU Buddy or as a SPRU Worker Back-Up, as needed by the local County SPRU operation. An employee on the waiting list may also be called on to work as a Primary SPRU Worker for any available shift on the monthly roster.

Eligible staff who are precluded from SPRU service at his or her Local Office/county SPRU operation due to an adequately staffed SPRU roster may contact SPRU Coordinators from nearby counties, to determine whether there are any openings in their SPRU rosters. If so, the employee may seek appointment as an exceptional hire, for a designated period of time. See [CP&P-II-D-1-100](#), Exceptions.

The waiting list is set up on a first come, first served basis. No employee can "jump" the waiting list based on his or her daytime job title, status, or responsibilities.

Staff returning to SPRU duty from a three (3) month suspension for failure to register on time (see [CP&P-II-D-1-300](#)) may be returned to the active SPRU roster. Do not put the employee on the waiting list.

### **3) Formula for Determining Size of County SPRU Supervisor Roster**

The total size of a SPRU Supervisor roster, based on a four to six week rotation of staff, is determined as follows:

NUMBER OF SPRU SUPERVISORS ON-CALL PER DAY - PER OPERATION	MINIMUM ROSTER	MAXIMUM ROSTER
1 SPRU Supervisor	4	6
2 SPRU Supervisors	8	12
3 SPRU Supervisors	12	16

If the roster falls below the minimum figure, the SPRU Coordinator must recruit new SPRU Supervisor candidates to add to the roster.

If the roster swells to the maximum figure, the SPRU Coordinator must develop a waiting list if any eligible staff member expresses an interest in serving as a SPRU Supervisor for the county SPRU operation.

Good management assures that the SPRU Supervisor roster is fully utilized and adequately maintained within these prescribed limitations.

The SPRU Coordinator distributes shifts equally among all staff on the SPRU Supervisor roster, based on State seniority, making efforts to give all staff an opportunity to work six (6) to ten (10) on-call days or nights per calendar month.

#### **4) IAIU Consultant Rosters**

A Coordinator, serving state-wide, stationed in IAIU Central Office, is responsible for establishing and maintaining a roster of qualified IAIU After-Hours Consultant. IAIU After-Hours Consultant are recruited from the Department's four IAIU Regional Offices and the Central Office IAIU operation.

The Coordinator assures that the IAIU Consultant roster is fully utilized and adequately maintained, and that qualified, interested IAIU Supervisors are given equitable opportunity to serve. See [CP&P-II-D-1-100](#), IAIU After-Hours Supervisor Eligibility.

#### **5) Active Profile for Each Office within SPRU County of Operation**

In order to be paid for services rendered, each SPRU Worker has an Active SPRU Profile in NJS for each Local Office in operation within the county. The Worker Management Administrator (WMA) handles staff profiling.

**Example:** SPRU Workers serving Ocean County must have an Active SPRU Profile for both the Ocean North Local Office and the Ocean South Local Office. When staff leaves SPRU service for a given county, the WMA deactivates his or her profile in NJS for that county.

## **6) Scheduling Coverage**

Upon soliciting input from their respective SPRU staffs, each SPRU Coordinator is responsible for drawing up a coverage schedule for the local SPRU operation. Once the schedule is submitted, SPRU staff is responsible for providing coverage for his or her designated shift(s) of service. If an individual is not able to serve for his or her designated time, he or she is responsible for securing coverage for the shift(s).

## **7) Registering for On-Call Duty**

Use CP&P Form [9-1](#), DCF Registration Form (After-Hours Response), to register for on-call duty as a SPRU Worker, SPRU Supervisor, or an IAIU Supervisor, in accordance with Guidelines for Registering.

Complete the form in accordance with form instructions. Send his or her County SPRU Registration email address to register for on-call duty for one or more consecutive shifts of service that day or night. Register via E-mail address to your County SPRU Registration address and attach the completed CP&P Form [9-1](#). See your County coordinator for the email address. The County SPRU Registration Liaison staff input registration information onto the SPRU roster on a daily basis for SPRU Worker and Supervisor. IAIU Consultant would send his or her registration form to the IAIU SPRU registration address and the IAIU SPRU registration liaison staff would input the information onto the SPRU roster.

Do not use CP&P [Form 9-1](#) to advance-register for future SPRU duty. Complete one form per calendar day when serving on-call.

In a state of emergency, register for duty by speaking directly with SCR staff (no fax or email registrations). When registering by with SCR staff provided the following information.

- Name (provide your full, legal name, as it appears in NJS),
- County(s) of SPRU service or IAIU,
- Shift(s) of service,



- Capacity of service (e.g., whether serving as a SPRU Worker, SPRU Supervisor, or IAIU Consultant; and, if as a SPRU Worker, indicating whether serving in a "primary" or "back-up" position; and, if primary, whether "Primary Number One" or "Primary Number Two"),
- State-issued cellular phone AND home/land line telephone or personal cell phone contact number.

**Note:** To prevent "forgetting" to register on-time - based on presenting situations, meetings, or unforeseen crises at the workplace - it is suggested that SPRU Workers and SPRU Supervisors register for SPRU service while still at home, before leaving for work on a day in which they are scheduled to work SPRU that night.

SPRU personnel would register with the IAIU SPRU registration address. ~~and~~ The IAIU SPRU registration liaison staff would input the information onto the SPRU roster: (see below)

Use CP&P Form [9-1](#), DCF Registration Form (After-Hours Response), to register for on-call duty as a SPRU Worker, SPRU Supervisor, or an IAIU Consultant, in accordance with Guidelines for Registering.

Complete the form in accordance with form instructions. Send his or her County SPRU Registration email address to register for on-call duty for one or more consecutive shifts of service that day or night. Register via E-mail address to your County SPRU Registration address and attach the completed CP&P Form [9-1](#). See your County coordinator for the email address. The County SPRU Registration Liaison staff inputs registration information onto the SPRU roster on a daily basis.

### **SPRU Weekend and Holiday Registration Protocol**

Register with the County SPRU Registration email address before 12:00 noon on Friday for:

- Primary SPRU Workers and Supervisors are to register via email to their County SPRU Registration email address by **12pm** on Friday when going on-call for any shift during the entire weekend (Friday 5pm-Monday 9am).

- For Holiday shifts, registration will be due the business day before the State holiday. Example: Columbus Day (State Holiday) – due by Friday 12pm on October 10<sup>th</sup>.

## **SPRU Buddies - Private Arrangements**

SPRU Buddies do not register for on-call duty with SCR. Private arrangements for communication are made between the Primary SPRU Worker and his or her Buddy, outside the SCR operation (e.g., exchange cell phone numbers, home telephone numbers, schedules, etc.).

## **Guidelines for Registering**

To register for on-call service for the DCF After-Hours Response System, complete DCF Form [9-1](#), DCF Registration Form (After-Hours Response), in accordance with Registering for On-Call Duty. Proceed as follows:

- Primary SPRU Workers and Supervisors register via email to his or her County SPRU Registration email address by **12pm**, when going on-call either 5pm that night and/or 1am the next morning on weekdays (Monday-Friday).
- Primary SPRU Workers and Supervisors register via email to his or her County SPRU Registration email address by **12pm** on Friday when going on-call for any shift during the entire weekend (Friday 5pm-Monday 9am).
- For Holiday shifts, registration is due the business day before the State holiday. Example: Columbus Day (State Holiday) – due by Friday 12pm on October 10<sup>th</sup>.
- IAIU use the same format noted above but register with IAIU Coordinator.

Two means of contact are required upon registering for on-call SPRU duty. The State-issued cellular phone is the primary means of contact. When registering for duty, provide a second means of contact.

Each county SPRU and IAIU operation establishes guidelines to assure that on-call staff who serve that operation are made aware of these time frames, procedures, expectations, and consequences for repeatedly failing to comply.

As a further effort to enforce these guidelines, the County SPRU Registration Liaison notifies the SPRU Coordinator that day, to advise the local operation when an employee has failed to complete his or her registration for duty that night, or has failed to register for duty (30 or more minutes past the registration deadline). The SPRU Coordinator is responsible for securing coverage for the SPRU shift(s) for the local county SPRU operation.

## **8) Suspension for Repeatedly Failing to Register on Time**

Upon an employee's third (3rd) failure to register with the County SPRU Registration Liaison for coverage by 12 p.m. on business (work) days within a rolling six (6) month period, the employee may be suspended from SPRU service for a minimum of three (3) months (90 days). This rule applies to any employee who serves the DCF After-Hours Response System in one or more capacities (as a SPRU Worker, a SPRU Supervisor, and/or an IAIU After-Hours Supervisor).

A "Rolling six month period" means a floating six-month window of time, which begins on the date of the first offense and ends six months from that very date. The start date adjusts over time, moving the entire six-month window of time forward. An employee - serving as a SPRU Worker or a SPRU/IAIU Supervisor - may be suspended from SPRU service if he or she has three (3) violations within any six (6) consecutive months.

## **9) Giving Up or Changing an Assigned Shift**

When an employee determines that he or she cannot provide SPRU coverage as scheduled, it is his or her responsibility to secure coverage by another member of the County SPRU "team" for his or her assigned shift(s), and to advise his or her SPRU Coordinator and SCR of the name of his or her replacement. Consult the SPRU Coordinator for the local protocol. The SPRU Coordinator may assist the employee in securing coverage in exceptional situations.

Whenever possible, e-mail notifications of shift changes in advance, to document the coverage arrangement. Send the e-mail message to his or her County SPRU Registration email address, the SPRU Coordinator, and the SPRU Worker who will work the shift.

## **10) Arranging Coverage to Prevent Simultaneous Service**

Employees may not serve the Department of Children and Families simultaneously in more than one paid capacity. If SPRU staff is not available to serve on-call due to unanticipated day work responsibilities, he or she is responsible for arranging alternative coverage to prevent simultaneous service, as specified below.

The only exception is staff who serves the DCF After-Hours Response System on paid State holidays, whereby it is permissible for staff to be in paid status on holiday leave while simultaneously earning Special Services pay working SPRU or screening at SCR.

### **SPRU Worker/SPRU Buddy**

To avoid the possibility of double compensation and/or a compromised SPRU response, an employee is prohibited from conducting CP&P or DCF "day work" -- emergency field response activities, case recording, etc., for pay or other compensation -- while on-call to serve as a SPRU Worker.

A SPRU Worker, whose daytime work responsibilities extend into his or her scheduled SPRU shift, must notify the SPRU Supervisor and SCR immediately to activate back-up coverage until the SPRU Worker becomes available to resume coverage. In these circumstances, the SPRU Worker is required to forfeit shift pay for the entire on-call shift. Shift pay cannot be prorated/divided between staff. If back up is activated (e.g., SCR assigns a case to the Back-Up SPRU Worker), the Back-Up SPRU Worker is given shift pay as well as active-hour pay. If the scheduled SPRU Worker later becomes available to receive a case during the eight-hour shift, he or she may resume duty for the remainder of the shift, and earn active-hour pay only for any cases assigned to him or her from SCR.

### **SPRU Supervisor**

To avoid the possibility of double compensation and/or a compromised SPRU response, an employee is prohibited from conducting CP&P or DCF "day work" for pay or other compensation while on-call to serve as a SPRU Supervisor.

## **11) Resolving Coverage Problems After-Hours**

Should situations occur in which the Primary SPRU Worker or the scheduled Back-Up SPRU Worker is not available to accept an assignment, SCR refers the coverage problem to the SPRU Supervisor. If the SPRU Supervisor cannot identify a SPRU Worker to take the assignment, he or she contacts the Area Director/Local Office Manager Responsible for SPRU, or his or her designee for relief.

If SCR or a SPRU Worker cannot reach the SPRU Supervisor on-call, despite attempts to contact him or her by both cell and home telephone, SCR confirms that the contact/phone numbers are correct, and then proceeds to contact the Area Director/Local Office Manager Responsible for SPRU, or his or her designee. The Area Director/Local Office Manager Responsible for SPRU/designee is responsible for finding SPRU Supervisor coverage and resolving the immediate coverage need.

If a SPRU Worker is unable to contact the on-call IAIU After Hours Consultant after-hours, despite attempts to reach him or her by both home telephone and cellular phone, the SPRU Worker advises SCR. The SCR Screener confirms the contact numbers are correct, and then consults the roster for the current month, and initiates attempts to reach the IAIU After Hours Consultant who is next scheduled to provide coverage. If that effort is unsuccessful, SCR may contact the IAIU Regional Supervisor responsible for the county in which the facility/home is located for guidance/relief. Payment/compensation issues will be resolved by IAIU management the next work day.

**Note:** When coverage problems develop during an after-hours shift, SPRU Supervisor or IAIU Consultant may attempt to resolve case situations by telephone, but these Supervisors on-call are not permitted to perform field work in place of SPRU Workers.

SCR notifies the SPRU Coordinator the next work day of any coverage problem or SCR/SPRU conflict - such as, but not limited to, inability to reach SPRU Worker or SPRU Supervisor after-hours, SPRU refusing to accept an

assignment, SPRU Worker/Supervisor unable to reach SPRU Supervisor/Worker, complaints from the public about the SPRU response or SPRU failure to initiate a timely response, attitude issues, lack of professionalism, etc. A copy is provided to the Statewide SPRU Coordinator.

**Related Information:**

- [CPP-IX-A-1-300](#) , Field Response Worker Safety Precautions